



General Assembly

February Session, 2010

Amendment

LCO No. 5033

SB0041705033SR0

Offered by:
SEN. WITKOS, 8th Dist.

To: Subst. Senate Bill No. 417

File No. 474

Cal. No. 317

***"AN ACT CONCERNING CALL CENTERS AND THE TIMELY
REPAIR OF PUBLIC UTILITY POLES."***

1 Strike everything after the enacting clause and substitute the
2 following in lieu thereof:

3 "Section 1. (NEW) (*Effective July 1, 2010*) (a) As used in this section:

4 (1) "Telecommunications service" means telecommunications
5 service, as defined in section 16-247a of the general statutes, and

6 (2) "Telecommunications call center" means an entity that initiates or
7 receives a telephone call on behalf of any person to provide
8 telecommunications service or to gather information to provide
9 telecommunications service.

10 (b) Any person who receives a telephone call from, or places a
11 telephone call to, a telecommunications call center, upon request, shall
12 be (1) told by the telecommunications call center employee the
13 identification of the city, state and country where the employee is

14 located, and (2) transferred to an in-state telecommunications call
15 center when possible.

16 Sec. 2. Section 16-247i of the general statutes is repealed and the
17 following is substituted in lieu thereof (*Effective July 1, 2010*):

18 (a) Not later than January [1, 2007, and] first, annually, [thereafter,]
19 the department shall submit a report to the joint standing committee of
20 the General Assembly having cognizance of matters relating to energy
21 and technology on the status of telecommunications service and
22 regulation in the state of Connecticut. Such report shall include: (1) An
23 analysis of universal service and any changes therein; (2) an analysis of
24 the impact, if any, of competition in telecommunications markets on
25 the work force of the state and employment opportunities in the
26 telecommunications industry in the state; (3) an analysis of the level of
27 regulation which the public interest requires; (4) the status of
28 implementing the provisions of sections 16-247a to 16-247c, inclusive,
29 16-247e to 16-247h, inclusive, 16-247k and this section, including
30 achieving each of the objectives of the goals set forth in section 16-247a;
31 (5) the status of the development of competition for all
32 telecommunications services; (6) the status of the deployment of
33 telecommunications infrastructure in the state; [and] (7) the status of
34 the implementation of sections 16-247f and 16-247i and section 3 of
35 public act 06-144; and (8) for each telecommunications company, the
36 locations of their telecommunications call centers, as defined in section
37 1 of this act.

38 (b) In compiling the information for this report, the department
39 shall require, among other things, each telephone company to provide
40 to the department annually: (1) Its aggregate number of telephone
41 access lines in service, not including resold lines or other wholesale
42 lines; (2) the annual change in such telephone company's access lines
43 over the preceding five years; (3) the number of active wholesale
44 customers served by the telephone company; (4) the nature of the
45 wholesale services provided; (5) the number of wholesale service
46 requests; (6) the impact of competition on the work force of the

47 telephone company; (7) a general discussion of the state of the
 48 industry, industry trends, and competitive alternatives available in the
 49 market, including, but not limited to, technological changes affecting
 50 the market; (8) the number of competitive local exchange carriers; and
 51 (9) how long it takes the company to respond to a wholesale service
 52 request.

53 (c) In compiling the information for this report, the department shall
 54 require each telephone company offering telecommunications service
 55 serving two hundred thousand customers or more to provide to the
 56 department annually the locations of telecommunications call centers
 57 receiving calls from Connecticut customers.

58 Sec. 3. (NEW) (*Effective July 1, 2010*) On or before October 1, 2010,
 59 the Department of Public Utility Control shall adopt regulations in
 60 accordance with the provisions of chapter 54 of the general statutes to
 61 establish procedures each public service company shall follow when
 62 one of its public utility poles or downed wires are damaged in an
 63 accident. Such procedures shall include, but not be limited to,
 64 establishing a maximum amount of time between the accident and the
 65 repair."

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>July 1, 2010</i>	New section
Sec. 2	<i>July 1, 2010</i>	16-247i
Sec. 3	<i>July 1, 2010</i>	New section